Senior Microcomputer Analyst

Department: Information Systems Technology

Class Code: 1372

EEO Code: 22

FLSA: E

Effective: 01/03/1996

GENERAL STATEMENT OF DUTIES:

Under general supervision; performs work of considerable difficulty in analyzing network file server requirements, configuring and managing the Novell Network; provides support to County microcomputer users through hardware and software installation and support; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Analyses micro computer requests, codes application maintenance requests, configures client server and micro computer systems, installs, supports and trains end users in complex micro computer applications; administers the Novell Network; provides business analysis and solutions for complex micro computer solutions and networked systems; provides support, problem identification and trouble shooting for hardware and software, servers, Remote Access Devices, and communications equipment; supports pre-packaged applications and custom applications; provides recommendations on network directions and methods to use the Network Operating System; provides product research, evaluation and analysis; and performs other duties as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Considerable knowledge of microcomputer software including but not limited to MS-DOS, word processing, spreadsheets, business graphics, modem communication and data base management software; of microcomputer hardware including but not limited to processors, disk drives, printers and modems.

Considerable skill in software and hardware installations; in communicating effectively, both orally and in writing with vendors, users, analyst, programmers and others.

Considerable ability to lift computers and printers; to bend stoop and reach.

MINIMUM EDUCATION AND EXPERIENCE:

Associates degree in information systems or related field and four years of PC networking microcomputer experience (or) a bachelor degree in computer science or related field and two years of networking microcomputer experience; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.